TELL US WHAT YOU THINK

An information sheet to help you contact and give feedback to British Waterways

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About British Waterways

The role of British Waterways (BW) is to ensure that inland waterways are here for us to enjoy now and for many years to come.

BW is partially funded by a grant from the government. By imaginatively using our 2000-mile canal and river network we raise income in various other ways including innovative ventures in property, the sale of water and telecommunications. Many of these are done with the help of partners, especially the regeneration and restoration projects around the network.

We make sure that all income generated is reinvested in the waterways. This investment brings a wide variety of benefits to waterway users and local communities. The aims are to provide a unique place by the water for people to call their own; to nurture the thriving animal and plant population; and to conserve this 200 year old working heritage for everyone to appreciate and enjoy.

About Customer Charter

The Charter Mark is awarded by the government to public sector organisations that have done well in terms of customer service. The Charter Mark scheme aims to help these organisations make real improvements in the delivery of services, from the point of view of the people that matter the most - the customers. The benefits to the Charter Mark holder are not just the satisfaction of offering an improved service, but also the feedback and recognition that guides development and boosts staff morale.

Our commitments under our Customer Charter

BW has been awarded the Charter Mark and we work hard to meet the rising expectations of our customers. To help us understand these we carry out a regular programme of surveys of our main leisure users. Recent results have told us that 95% of boaters rated the helpfulness of British Waterways staff as good or very good and 95% of towpath visitors said they were satisfied or very satisfied with the overall enjoyment of their visit. However, we know we can do better, and we will continue to work hard for further improvements. For example, when we learnt from our last survey that 15% of waterway visitors were dissatisfied with information provision or signage, we employed an interpretation manager to work with local waterways to attract funding and make improvements.

Contacting us… Responding to you

- If you write to us, or email us, and your letter requires a reply, we will do our best to respond to you within 7 days of when we receive your letter/email. Where possible it will be a full reply (verbal or written), rather than an acknowledgement, but we will send a full reply within 21 days.
- Some issues may take more than 21 days to resolve, in which case we will keep you up to date on progress.
- We will maintain a telephone number 0800 47 999 47, available 24 hours a day, every day of the year to report breakdowns of canal structures etc (accidents, crime and other urgent issues should be reported to the emergency services in the usual way). Our aim is to respond to emergency calls within 3 hours.
- Outside normal working hours, all our offices use answerphones. We will respond to messages within 24 hours during the normal working week.
- If we have to use an answerphone during normal working hours (whether on a mobile phone or a direct line) we will make sure that a message service is available and where practical will give an alternative way of contacting us.

We will do everything we reasonably can to meet these targets, but sometimes emergencies, other priorities or circumstances beyond our control will prevent us from doing so. In that event we will get in touch with you as soon as we can.

Listening to you

- We encourage everyone who works for British Waterways to get feedback from waterway users and to discuss it with appropriate colleagues.
- We also provide comment cards with a Freepost address to help you give us your views.
- We seek feedback through our website.
- We organise regular programmes of market research to help us understand what waterway users want. We will publish the main conclusions of this research and encourage the media to report them.
- We also consult users informally on a wide range of issues.
- We hold meetings with user group representatives at least twice a year locally and once a year nationally.
- To make consultation with user groups effective, we will supply enough information and allow enough time so that those whom we consult can give a considered response. We will not disclose commercially sensitive information.

If you want to make a complaint

- We clearly display our complaints procedure in all our offices.
- If you are unhappy with what we do locally, please contact the appropriate Waterway Manager.
- If you feel your complaint has not been handled reasonably by the waterway, please contact the Regional Director.
- If you are unhappy with the service you receive from a Regional Office, please contact the Regional Director.
- If you are unhappy with the service you receive from any other department, please contact our Customer Relations Manager at our Watford office.
- If you are still not satisfied about a complaint you have made, please contact our Chief Executive at our Watford office.

Waterways Ombudsman

If you are still not happy after using our internal complaints system, there is a means of independent review. The Waterways Ombudsman will examine your case to decide if it falls within his terms of reference. If it does, the Ombudsman will investigate and decide whether there has been maladministration. We agree to be bound by the recommendations of the Ombudsman.

If you feel you have received poor service and that your complaint has gone as far as it can within British Waterways, you can contact the Waterways Ombudsman:

Stephen Edell
The Waterways Ombudsman
PO Box 406
Haywards Heath
West Sussex RH17 5GF

Tel/Fax: 01273 832624
Email: waterwaysombudsman@talk21.com

If you think we have done well

Staff feel a real sense of pride and achievement when they receive recognition for a job well done. This positive feedback guides development and boosts staff morale. With this in mind, please let us know if you think a member of our team has provided good customer service by contacting our Customer Relations Manager or the local Waterway Manager (addresses overleaf).

The Charter Mark is a major part of the government's drive to modernise public services. It is unique among quality schemes because organisations are judged on their results - the service the customer actually receives. It shows that customers come first. It also demonstrates to people - both customers and people in other organisations - just how high standards in the public service can be.

If you have received excellent service and want to put us, or anyone else, forward for the Charter Mark Award, please write to:

Charter Mark and Beacon Unit
Room 3.16
The Cabinet Office
Admiralty Arch
The Mall
London SW1A 2WH

General enquiry line: 020 7276 1755
Email: chartermark@cabinet-office.gov.uk

Robin Evans
Chief Executive

British Waterways contact details

Head Office
01923 226422
Willow Grange, Church Road,
Watford, WD17 4QA
website: www.britishwaterways.co.uk
The Customer Service Centre
01923 201120
Fax: 01923 201102
Willow Grange, Church Road,
Watford, WD17 4QA
email: enquiries.hq@britishwaterways.co.uk
Customer Relations Manager
01923 226422
Willow Grange, Church Road,
Watford, WD17 4QA

BW Scotland
Jim Stirling, Director
0141 332 6936
Canal House, 1 Applecross Street,
Glasgow, G4 9SP
Caledonian Canal
01463 233140
Seaport Marina, Muirtown Wharf,
Inverness, IV3 5LS
Crinan Canal
01546 603210
Canal Office, Pier Square,
Ardrishaig, Lochgilphead,
Argyll, PA30 8DZ
Lowland Canals
01324 671217
Rosebank House,
Main Street, Camelon,
Falkirk, FK1 4DS
The Falkirk Wheel
08700 500208
Lime Road, Tamfourhill,
Falkirk KF1 4RS

North East Region
Ian White, Regional Director
0113 281 6800
Fearns Wharf, Neptune Street,
Leeds, LS9 8PB
Aire & Calder Navigations
01977 554351
Lock Lane, Castleford,
West Yorkshire, WF10 2LH
East Midlands Navigations
01636 704481
The Kiln, Mather Lane,
Newark, Notts, NG24 1FB
Grand Union Canal North
01159 734278
Sawley Marina, Sawley,
Nottinghamshire, NG10 2AE
North Yorkshire Navigations
01904 728229
5 Bramley's Barn, The Menagerie,
Skipwith Road, Escrick,
York YO19 6ET
South Yorkshire Navigations
01302 340610
Doncaster Wharf, Greyfriars Road,
Doncaster, South Yorkshire DN1 1QN

North West Region
Derek Cochrane, Regional Director
01606 723800
Navigation Road, Northwich,
Cheshire CW8 1BH
Anderton Boat Lift
01606 872819
Lift Lane, Anderton,
Near Northwich CW9 6FW
Border Counties Waterways
01244 390372
Wharfside, Tower Wharf,
Chester CH1 4EZ
Leeds & Liverpool Canal East
01274 611303
Dobson Lock,
Apperley Bridge, Bradford,
West Yorkshire, BD10 0PY
Leeds & Liverpool Canal West
01257 481054
White Bear Marina, Park Road,
Adlington, Chorley
Lancashire, PR7 4HZ
Lancaster Canal
01524 751888
Main Road, Galgate,
Lancaster, LA2 0LQ
Peak and Potteries Waterways
01782 785703
Red Bull Wharf,
Congleton Road South, Church Lawton,
Stoke on Trent, ST7 3AP
South Pennine Ring
0161 819 5847
Middle Warehouse, Castle Quay,
Manchester, M15 4NJ
Standedge Visitor Centre
01484 844298
Tunnel End, Waters Road,
Marsden, Huddersfield HD77 6NQ

Midlands & South West Region
John Lancaster, Regional Director
01827 252000
Peels Wharf, Lichfield Street,
Fazeley, Tamworth,
Staffordshire, B78 3QZ
Birmingham & Black Country Canals
0121 506 1300
Bayleys Lane, Tipton,
West Midlands, DY4 0PX
Ashby, Birmingham & Fazeley, Coventry and Trent & Mersey Canals
01283 790236
Fradley Junction, Alrewas,
Burton on Trent, Staffs, DE13 7DN
Gloucester and River Severn
01452 318000
Harbour House, West Quay,
Gloucester Docks,
Gloucester, GL1 2LG
Shropshire Union, Staffs & Worcs and Trent & Mersey Canals
01785 284253
Norbury Junction,
Stafford, Staffordshire, ST20 0PN
South Wales and Somerset Canals
01873 830328
The Wharf, Govilon,
Abergavenny,
Gwent, NP7 9NY
Stratford, Grand Union and Worcester & Birmingham Canals
01564 784634
Brome Hall Lane, Lapworth,
Solihull, West Midlands, B94 5RB

Southern Region
Chris Mitchell, Regional Director
01923 208700
Brindley Suite,
Willow Grange, Church Road,
Watford, WD17 4QA
Grand Union Canal, South
01442 825938
Marsworth Junction,
Watery Lane, Marsworth,
Tring, Herts, HP23 4LZ
Kennet & Avon Canal
01380 722859
The Locks, Bath Road,
Devizes, Wilts SN10 1HB
Oxford and Grand Union Canals
01788 890666
The Stop House, Braunston,
Northants, NN11 7JQ

London Region
Mark Bensted, Regional Director
020 7286 6101
The Toll House,
Delamere Terrace,
Little Venice,
London, W2 6ND
Grand Union and Regents Canals
020 8571 8900
Norwood Top Lock, Poplar Avenue,
Norwood Green, Southall, Middlesex,
UB2 4PN
London Docklands
020 7517 5550
West India Dock Pierhead,
420 Manchester Road,
London, E14 9ST
Rivers Lee & Stort
01992 764626
Enfield Lock, Navigation Drive,
Off Ordnance Road, Enfield,
Middlesex, EN3 6JG